



Lean Six Sigma Green Belt Project

Building Safety Inspections – Zoning Cases

Planning and Inspections Department

Goal 3: Promote the Visual Image of El Paso

- 3.1 Provide business-friendly permitting and inspection processes
- 3.2 Improve the visual impression of the community

Goal 6: Set the Standard for Sound Governance and Fiscal Management

Define

Measure

Analyze

Improve

Control



LSS Project

Building Safety Inspections – Zoning Cases

Project Team

- Sonya Cahalan, Code Field Operations Supervisor
- Eduardo Ruvalcaba, Code Compliance Officer
- Rosendo Huerta, Code Compliance Officer
- Cesar Ortiz, Code Compliance Officer
- Nancy Spencer, Secretary
- Nellie Avalos, Building Safety Inspector
- Ron Roth, Chief Building Inspector
- Victor Morrison-Vega, Deputy Director
- Larry Nichols, Director (Project Sponsor)
- David A. Coronado, Project Manager



Land Use Violation (ZN-LU)



LSS Project

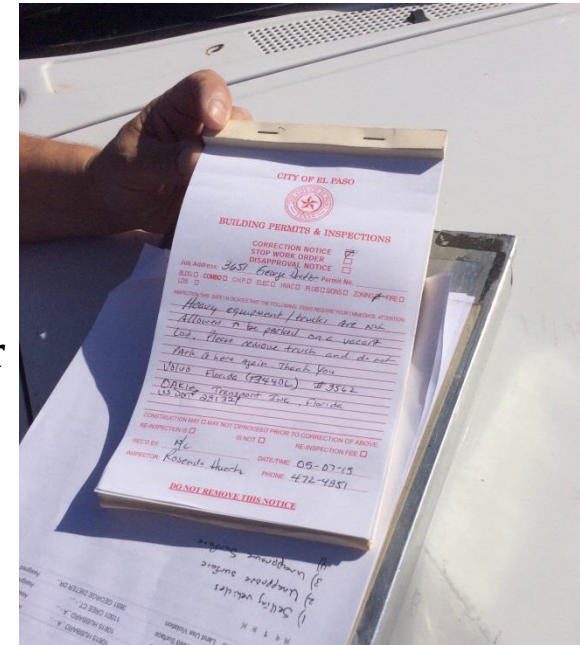
Building Safety Inspections – Zoning Cases

- *Goals*

- Shorten number of days to conduct initial inspection (response times)
- Reduce amount of time to process and successfully complete building safety inspection cases
- Improve prompt compliance rates under 30 days

- *Benefits*

- Improve service to the public
- More time to conduct additional inspections and process more cases (improved capacity)
- Reduction in costs
- Can be replicated to other 2 areas of the Building Safety Section
- Support Strategic Goal #3 - Promote the Visual Image of El Paso



Correction Notice

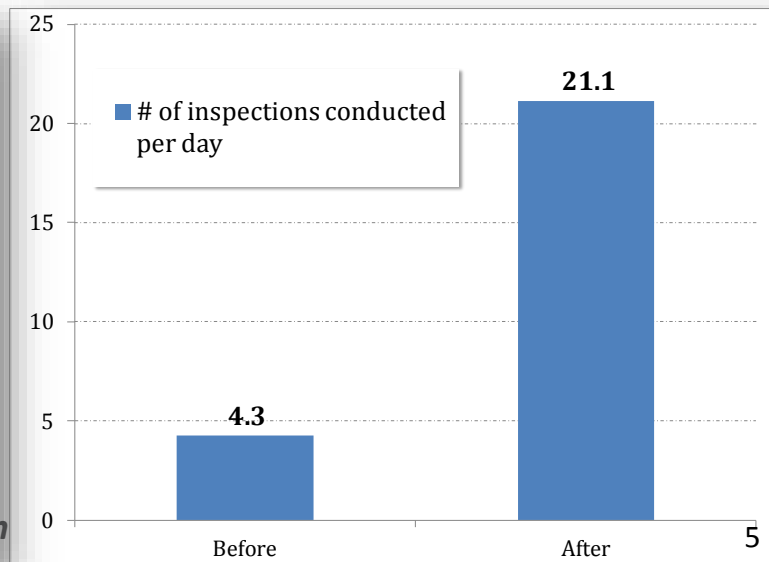
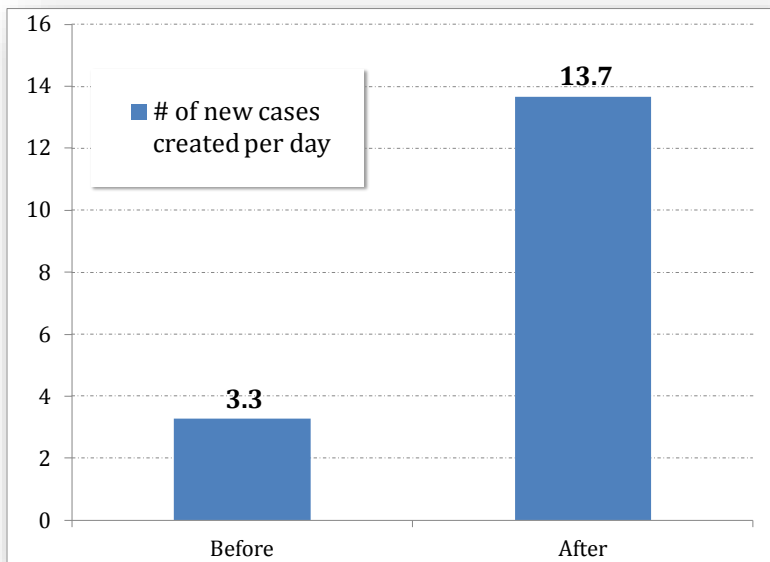


LSS Project

Results at a glance

How did we do?

- Reduced response times from an average of 4.97 days to 1.73 days (65% reduction)
- Reduced case processing times from an average of 16.6 days to 14.3 days (13.9% improvement)
- Increased compliance rates from 29.7% to 41.7%
- Improved case workload capacity 4.2 times!!

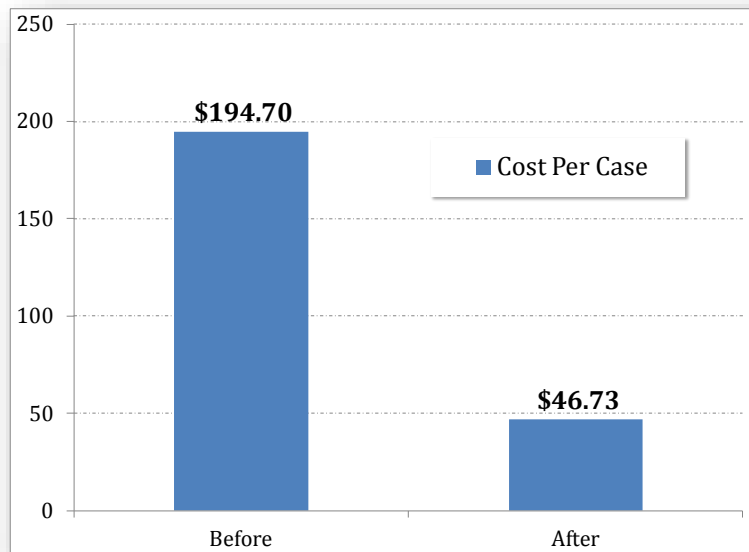




LSS Project Cost Savings

Improved workload capacity **4.2 times** means...

**Now we have the capacity to process 2,664 cases per year
up from 639 cases**



**\$148 reduction in
cost per case in staff
time,
76% improvement**

Estimated annual savings of

\$394,214!!!

WOW!

"Delivering Outstanding Services"